

## **Terms of Reference**

### **State and District Manpower/Trainers for iRAD Project Implementation**

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## **Section - 1 : Scope of work**

**iRAD (Integrated Road Accident Database)** Project is an initiative of Ministry of Road Transport & Highways (MoRTH), Government of India, attempts to work in the direction of enhancing road safety in the country. It facilitates collection and hosting of all the road accident data from all states & UTs throughout the country in a centralized accident database. Followed by data analysis and strategy formation & establishment of 'Safe Road for All' through implementation of new strategy.

iRAD project is planned for implementation in all States of India. It requires close coordination between the Police, Transport, Highways, Health and Other Departments for smooth implementation of the in the States. In this regard, Support manpower needs to be deployed at State and District Level for continuous support and co-ordination with the stakeholders. The Manpower agency region wise viz, North, South, Central, East and West will be responsible for the deployment of Manpower for providing training and handholding support for the iRAD project. On request from NICSI, the required manpower shall be deployed, **as and when required**, in the identified States/Districts.

## **Section - 2 : Manpower Agency requirements**

- The Manpower Agency should possess the required manpower for deployment viz. Region wise North, South, Central, East and West for project support at State/District level.
- The Manpower Agency should have a good pool of qualified resources, from which a suitable new/replacement resource can be identified and deployed immediately with a notification to NICSI.
- The Manpower Agency should deploy persons with requisite skills and experience required for the job as specified by NICSI.
- The Manpower Agency should have the capability to deploy the required manpower with the local language proficiency and also replacement of resources, if required, in the identified states for effective project co-ordination.

- The Manpower Agency should do its best to ensure continuity of deployed resource for complete period of time.
- The resource(s) deployed on-site should be dedicated to NICS I.
- The resource should be reporting to the District Informatics Officer (DIO) and utilize the hardware that is provided at the NIC district offices.

### **Section - 3 : Replacement of resources**

- NICS I reserves the right to ask for replacement of any resource/resources who do not display adequate expertise and experience in the required field or any other reasons for the intended job.
- The replacement resource should necessarily be on the rolls of the bidder and not an associate.
- NICS I may interview the proposed replacement resource and accept the resource only if the resource meets the minimum qualification criteria.
- There shall be no change in the 'Man Month Rate' fixed by NICS I for the resources deployed.

### **Section - 4 : Service Level Requirements: Timely deployment/Replacement of Resources**

The support resources shall be deployed on request from NICS I by the empanelled agencies in the respective State/District within 7 days from the date of issuance of the Contact order and within 7 days in case of replacement failing which the penalties will apply as per empanelment.

## Section - 5 : State Level Manpower requirements

### State Manpower Selection Process

1. Minimum 4 CVs of suitable candidates
2. Shortlisting of CVs by the respective NIC State Coordinator
3. Interview by NIC State Coordinator along with NIC iRAD Chennai Team
4. Verification of Education qualifications and other credentials need to be done by the respective NIC State Coordinator.
5. Submission of Note sheet by NIC State Coordinator to Dr. A. Mohan for resource approval
6. Communication to Agencies by PMU, iRAD at NIC, Chennai for the selected manpower deployment.
7. Standard Operating Procedures (SoP) for Attendance, Leave, Local TA/DA etc. will be communicated shortly for the manpower deployment.

<b>Criteria</b>	<b>State Technical Support Engineer / Coordinator</b>
<b>Educational Qualification</b>	<ul style="list-style-type: none"> <li>• Should have minimum qualification of any of the following:               <ul style="list-style-type: none"> <li>• B.E/ B.Tech/ M.Tech in Computer Science (CS)/ IT/ Electronics &amp; Communication Engineering (ECE) or equivalent or</li> <li>• MCA/ DOEACC ('B' or 'C' Level) with specialization in computers or equivalent or</li> <li>• M.Sc/ M.Phil/ Ph.D in Computer Science/ Operation Research/ Information Technology or equivalent</li> </ul> </li> </ul>
<b>Desired Skills</b>	<ul style="list-style-type: none"> <li>• Should know the local knowledge of the State</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Hands-on experience with Windows / Mac OS Environments</li> <li>• Good understanding of computer systems, mobile devices and other technical products</li> <li>• Knowledge in understanding of Web and Mobile Application</li> <li>• At least 4 years of working knowledge in IT Project coordination including Mobile App Support and Software Application Support</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Providing IT Application &amp; support for Web / Mobile</li> </ul>

<b>Criteria</b>	<b>State Technical Support Engineer / Coordinator</b>
	<p>Applications to various users / stakeholder departments, such as Police, Transport, Highways, Health, etc. at State level</p> <ul style="list-style-type: none"> <li>• Submission of weekly report to Project Management Unit on progress of the iRAD Project.</li> <li>• Regular review of all the services delivered under iRAD Project and help in resolution of operational issues, if any, at State level</li> <li>• Co-ordination with Helpdesk Team for resolution of any technical failure</li> <li>• Training to other stakeholders, as and when required</li> <li>• Coordination with different stakeholders to take care of their issues, requests &amp; requirements, functional clarifications, queries, application usage etc. related to iRAD Web / Mobile App</li> <li>• Creation of different documents like Preparation of the feedback &amp; Status Report and Issue Tracker for submission to the Project Management Unit</li> <li>• Co-ordination with NIC officers and follow escalation procedures to the next level support</li> <li>• Co-ordination and follow up with application management team for bug resolution and closure.</li> <li>• Ability to provide step-by-step technical help, both written and verbal</li> <li>• Ability to diagnose and troubleshoot basic technical issues</li> <li>• Documentation related with project to help in building KMS.</li> <li>• Coordinate with users of the stakeholder departments through a series of actions, either via phone, e-Mail, etc. until they've solved a technical issue</li> <li>• Properly escalate unresolved issues to appropriate teams</li> </ul>

<b>Criteria</b>	<b>State Technical Support Engineer / Coordinator</b>
	<ul style="list-style-type: none"> <li>• Provide prompt and accurate resolution/clarification to users</li> <li>• Ensure all issues are properly logged</li> <li>• Prioritize and manage several open issues</li> <li>• Follow up with users to ensure their iRAD app (mobile/web) &amp; dependencies are fully functional after troubleshooting</li> <li>• Prepare accurate and timely reports</li> <li>• Any other responsibility related with seamless execution of project.</li> </ul>

<b>Deployment</b>	<b>Designation</b>	<b>Empanelment</b>
State – 12	Training & Change Management Engineer	M/s Nippon Data Systems Limited

<b>Sr. No</b>	<b>Vendor Name</b>	<b>Contact Person</b>	<b>Mobile</b>	<b>E-mail</b>
1	M/s Nippon Data Systems Limited	Mukesh Pratap Singh	9717181852	mukesh.singh@nippondata.com

## Section - 6 : District Level Manpower Requirements

### District Manpower Selection Process

1. Minimum 4 CVs of suitable candidates
2. Shortlisting of CVs by the concerned District Informatics Officer (DIO)
3. Interview by the concerned DIO along with the NIC State Coordinator/Nominee
4. Verification of Education qualifications and other credentials need to be done by the respective DIO.
5. Submission of Note sheet from DIO through NIC State Coordinator to Dr. A. Mohan for resource approval
6. Communication to Agencies by NIC State Coordinators for the selected manpower deployment with a copy to PMU iRAD at NIC, Chennai ([pmu.irad@nic.in](mailto:pmu.irad@nic.in))
7. Standard Operating Procedures (SoP) for Attendance, Leave, Local TA/DA etc. will be communicated shortly for the manpower deployment.

<b>Criteria</b>	<b>District Technical Support Engineer / Staff</b>
<b>Educational Qualification</b>	<ul style="list-style-type: none"> <li>• Should have minimum qualification of any of the following:               <ul style="list-style-type: none"> <li>• B.E/ B.Tech/ M.Sc (IT or CS), MCA, DOEACC 'B' level or</li> <li>• 2 years exp. As Rollout Assistant</li> </ul> </li> </ul>
<b>Desired Skills</b>	<ul style="list-style-type: none"> <li>• Should know the local knowledge of the State/District</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Should be computer literate</li> <li>• Good understanding of computer systems, mobile devices and other technical products</li> <li>• Knowledge in understanding of Web and Mobile Application</li> <li>• At least 1+ year of working knowledge in IT Project coordination including Software Application Support.</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• To diagnose and troubleshoot software/ application and dependencies.</li> <li>• Providing IT Application &amp; support for Web / Mobile Applications to various users / stakeholder departments, such as Police, Transport, Highways, Health, etc. at district level.</li> </ul>



<b>Criteria</b>	<b>District Technical Support Engineer / Staff</b>
	<ul style="list-style-type: none"> <li>• Preparation of the Status Report and Issue Tracker for submission to the state level coordinator.</li> <li>• Co-ordination with the Hardware Vendors / Annual Maintenance Contract (AMC) Providers for any hardware related issues &amp; escalate to State Level Coordinator.</li> <li>• Submission of weekly report to State Technical Support Engineer / Coordinator on progress of iRAD Project or any officer designated for implementation of the iRAD Project by the State at district level.</li> <li>• Regular review of all the services delivered under iRAD Project and help in resolution of operational issues, if any, at district level</li> <li>• Be the first point of escalations for any failure in the performance of the service</li> <li>• Escalating to any officer designated for implementation of the iRAD Project by the State at district level for cases for which services have been delayed</li> <li>• Co-ordination with Helpdesk Team for resolution of any technical failure.</li> <li>• Any other responsibility related with seamless execution of project.</li> </ul>

<b>Deployment</b>	<b>Designation</b>	<b>Empanelment</b>
District – 240 (Rs. 25K)	Rollout Support Manager	eProcurement Rollout Support Empanelment

<b>Sr. No</b>	<b>Vendor Name</b>	<b>Contact Person</b>	<b>Mobile</b>	<b>E-mail</b>	<b>Preference State</b>
1	Pioneer E Solutions Pvt. Ltd	Asheen Kumar	<a href="tel:9716311009">9716311009</a>	<a href="mailto:support@pioneereresolutions.in">support@pioneereresolutions.in</a>	Andhra Pradesh

2	eCentric Solutions (P) Ltd.	Abhishek Kumar	<a href="tel:9899763881">9899763881</a>	<a href="mailto:sales@ecentricr.com">sales@ecentricr.com</a>	Telangana
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